

Welcome to RESPECT

The RESPECT model articulates the values we all share as city of Surprise employees. Each letter of the model stands for an element of our values, and the acronym RESPECT is a statement of the way we treat our customers, each other and ourselves as we serve the residents of Surprise.

Results

Achieving a desired outcome with a given amount of resources in a specified period of time.

Ethics

We maintain the highest ethical standards in our work, carrying ourselves with honesty and integrity.

Surprise Vision

We embody and demonstrate the Surprise Vision in all we do.

Persistence

We overcome obstacles with persistence and ingenuity to achieve results.

Enthusiasm

Our enthusiastic, positive outlook is one way we show our passion for our work.

Communication

We know working together to achieve results requires open, honest communication.

Teamwork

We're committed to helping each other and building on each other's strengths.

It all adds up to **RESPECT!** We treat our customers, each other and ourselves with the dignity and integrity we each deserve.



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